

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT***(use as many sheets as necessary)*

Application Number	10/260,923
Filing Date	June 25, 2003
First Named Inventor	Steven TIVEY, et al.
Art Unit	3629
Examiner Name	Gabrielle A. MCCORMICK
Attorney Docket Number	52493.000252

Sheet **1 of 2****U.S. PATENT DOCUMENTS**

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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EXAMINER SIGNATURE

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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /G.M./

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Sheet 2 of 2	Attorney Docket Number 52493.000252			

OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html; http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html; http://web.archive.org/web/20010806080042/leadtrack.com/fappfeatures.html; http://web.archive.org/web/20010801185319/leadtrack.com/features.html; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/2001 0801185659f1leadtrack.com/faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 (http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html and http://web.archive .org/web/20011224094912/www.leadtrack.com/screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
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